

SK Featherstone Bathroom Installations

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Installation Brochure

2023

Thank you

Welcome and thank you for downloading our bathroom installation brochure - Inside you will learn a bit about us, what we do, how we go about it and what to expect when having your bathroom installed



Who are we?

SK Featherstone bathroom installations were set up in 2019. We solely focus on the installation of bathrooms and wet rooms in domestic properties. The owner has 20 years experience in the plumbing industry and is NVQ Level 3 qualified.

We specialise in bathroom installations as we believe it's the kind of work that requires a specialist. You don't go to a GP for heart surgery 😊

Key Points:

- NVQ Qualified
- 20 Years experience

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- Over 100 Installations
- £2 million pounds liability insurance (certificate is attached)

Services

As we touched on above the only services we provide are bathroom and wet room installations. We fully project manage these, bringing in other trades as and when required. When you receive a quotation, it's a full price quotation that will include everything to get your bathroom installed.

How does it work?

Here is a brief rundown of the process from you arranging your quotation to the completion of your installation:

CUSTOMER SUPPLIES BATHROOM SUITE:

PRE - INSTALLATION

- Customer visits website and calls/fills in contact form
- The Pre Survey form is sent to the customer
- The customer fills in and returns the Pre Survey Form
- A date is agreed for SK Featherstone to attend site and do a survey
- After the survey the installation quotation is sent within 3 working days
- The customer accepts quotation
- A date is agreed for the start of the installation
- Around 1 week before installation starts an email will be sent detailing start time, payment schedule, schedule of works etc
- The customer **MUST** ensure all the bathroom suite is on site and has been checked prior to the work beginning

INSTALLATION

- Sk Featherstone arrive on agreed date to start installation
- The customer is kept up to date with progression alongside the schedule of works
- Installation is completed

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- The customer signs off the installation confirming they are happy with all the work

POST - INSTALLATION

- Warranty certificate is sent to customer
- A request for a review is sent to the customer
- All waste is collected
- Final invoice is submitted and paid

SK FEATHERSTONE SUPPLY SUITE (Through 3rd party showroom)

PRE - INSTALLATION

- Customer visits website and calls/fills in contact form
- The Pre Survey form is sent to the customer
- The customer fills in and returns the Pre Survey Form
- A date is agreed for SK Featherstone to attend site and do a survey
- SK Featherstone will take all measurements and drawings, these are then passed to the 3rd party showroom where we supply from (Castlwater bathrooms in Castleford) along with contact details for the customer
- Castlwater bathrooms will contact the customer and arrange for them to visit the showroom. A cad drawing will be produced and given to the customer. This will also be sent to SK Featherstone bathroom installations. Once this is received we will start on the quotation.
- If the customer decides to buy the suite from Castlwater they will pay Castlwater direct for the products (SK Featherstone have no input in this)
- After the cad drawing is received the installation quotation is sent within 3 working days
- The customer accepts quotation
- A date is agreed for the start of the installation
- Around 1 week before installation starts an email will be sent detailing start time, payment schedule, schedule of works etc

INSTALLATION

- Sk Featherstone arrive on agreed date to start installation
- Castlewater bathrooms will deliver the bathroom suite. SK Featherstone will check the contents.
- The customer is kept up to date with progression alongside the schedule of works
- Installation is completed
- The customer signs off the installation confirming they are happy with all the work

POST - INSTALLATION

- Warranty certificate is sent to customer
- A request for a review is sent to the customer
- All waste is collected
- Final invoice is submitted and paid

FREQUENTLY ASKED QUESTIONS:

Q, What are your working hours?

A, 8:30 - 16:00 Mon-Fri are the standard working hours, sometimes we can arrive later/ leave earlier or later. If there is any reason for that we will let you know

Q, Do you take deposits?

A, No, we take payments in stages throughout the work with the 1st payment due the day we start the installation. The amounts and when they are due will be sent to you around 1 week before your installation starts

Q, How long does a bathroom take to install?

A, It varies but 99% of installations will be completed in between 8 and 15 working days

Q, What payment options do you have?

A, We take cash, bank transfer, debit/credit cards

Q, Will I be left without a toilet?

A, No, we will always leave a working toilet in place overnight. There may be points in the working day where the toilet is out of action, if this is the case we will communicate this with you

Q, What is your warranty period?

A, We have an industry leading 6 year warranty on Labour. If we supply materials and suite they will come with a standard 12 month warranty. If you supply the suite then there is no warranty from us if any of it becomes faulty.

Q, What are your Lead times?

A, Normal Lead times are between 6-12 weeks

Q, How much does a bathroom installation cost?

A, This can vary massively but most installations are between £4000 and £6000 for the labour and building materials (pipe, fittings, adhesives etc). The suite would be on top of this

Thank you for taking the time to download and read our brochure

If you have any questions or queries, would like to book a survey, or anything else, feel free to contact us on 01977 330105 or email us at enquiries@skfeatherstone.com

Find out more about us @ www.skfeatherstone.com

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